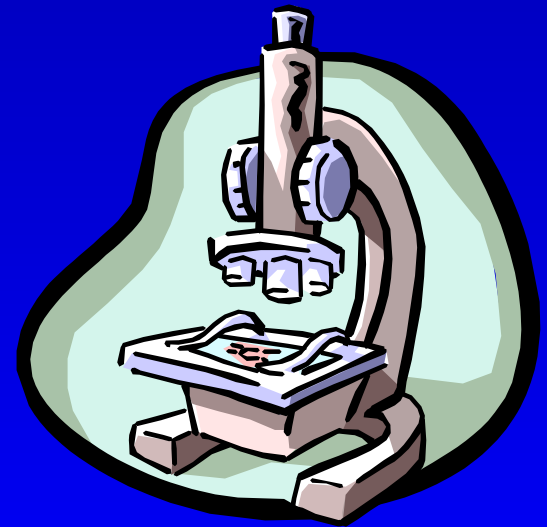


# *National Report on Quality of Laboratory Services*

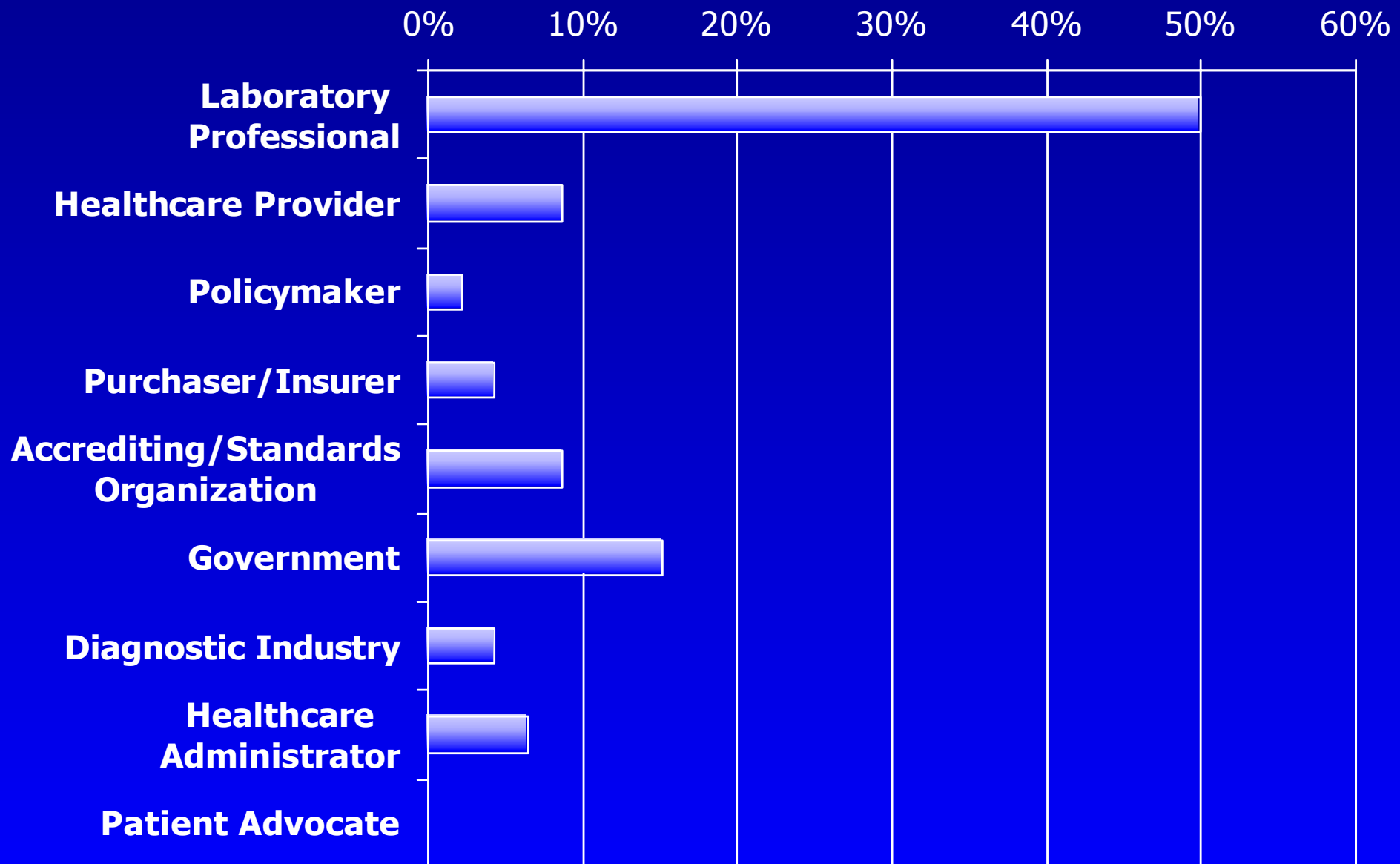
Barbara Goldsmith  
Robert Dufour



# National Report – Issues

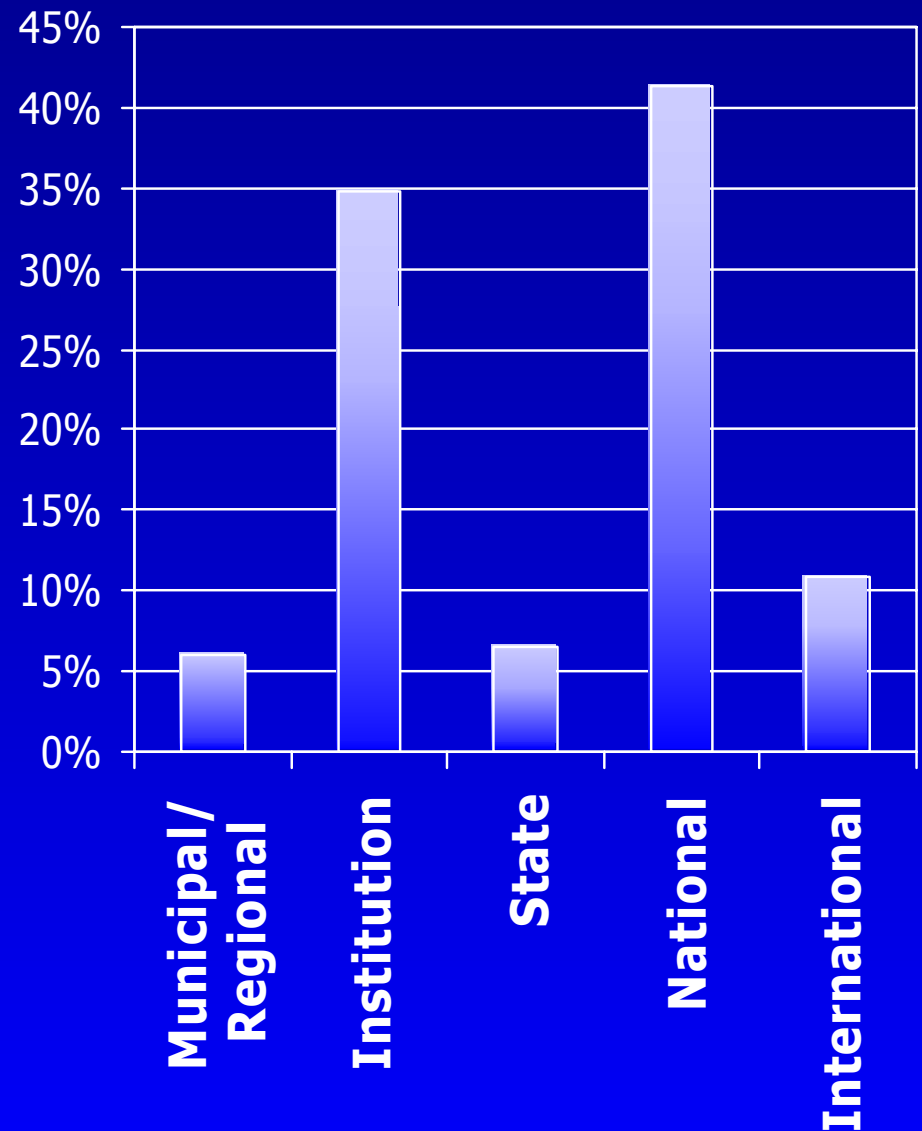
- Users of a National Report
- Framework for a National Report
- Contents of a National Report
- Relationship of a *National Report on Quality of Laboratory Services* to the *National Report On Quality of Health Care*
- Facilitating factors & barriers to participation

# Constituencies Represented by Workgroup Members



# Primary Scope of Work of Participants

- Most participants' primary scope of work was on either a National level or Institutional level



# National Report – Issues

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# Potential Users of a *National Report on Quality of Laboratory Services*

- Most participants felt the National Report would be useful for the following groups:
  - Laboratory professionals
  - Clinicians/providers
  - Accrediting agencies, licensing boards, standard setting organizations
  - Federal government agencies
- Participants had mixed feelings on the National report being useful for the following groups:
  - Public
  - Insurers & other payers
  - Policy Makers
  - Health care administrators

# Issues participants felt needed to be considered in relation to the probable users of a *National Report on the Quality of Laboratory Services*

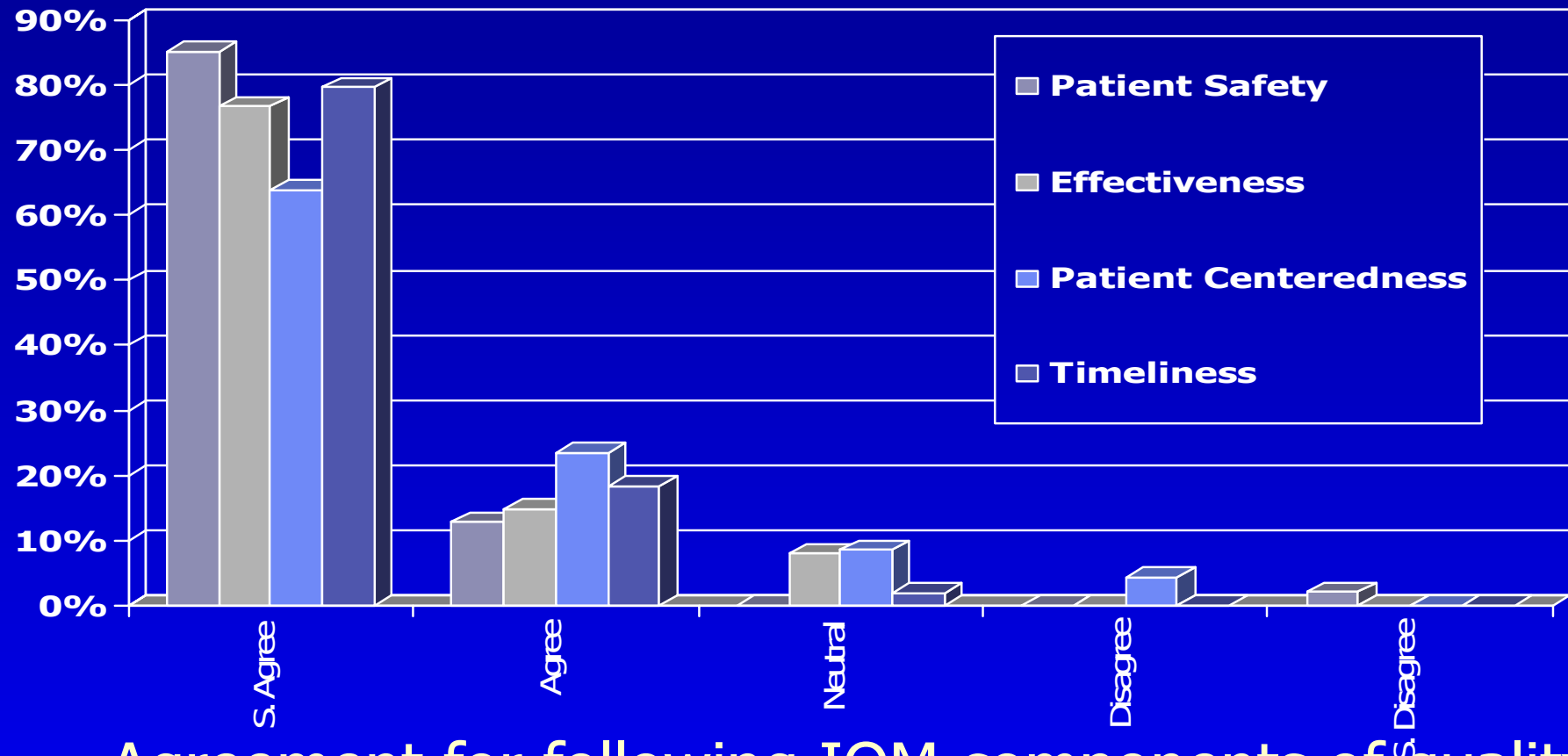
- Content of the report determines users
- Language needs to be appropriate for intended audiences
  - Possibly more than one version
  - Glossary & consistent, precise terminology
  - Educational component

# National Report – Issues

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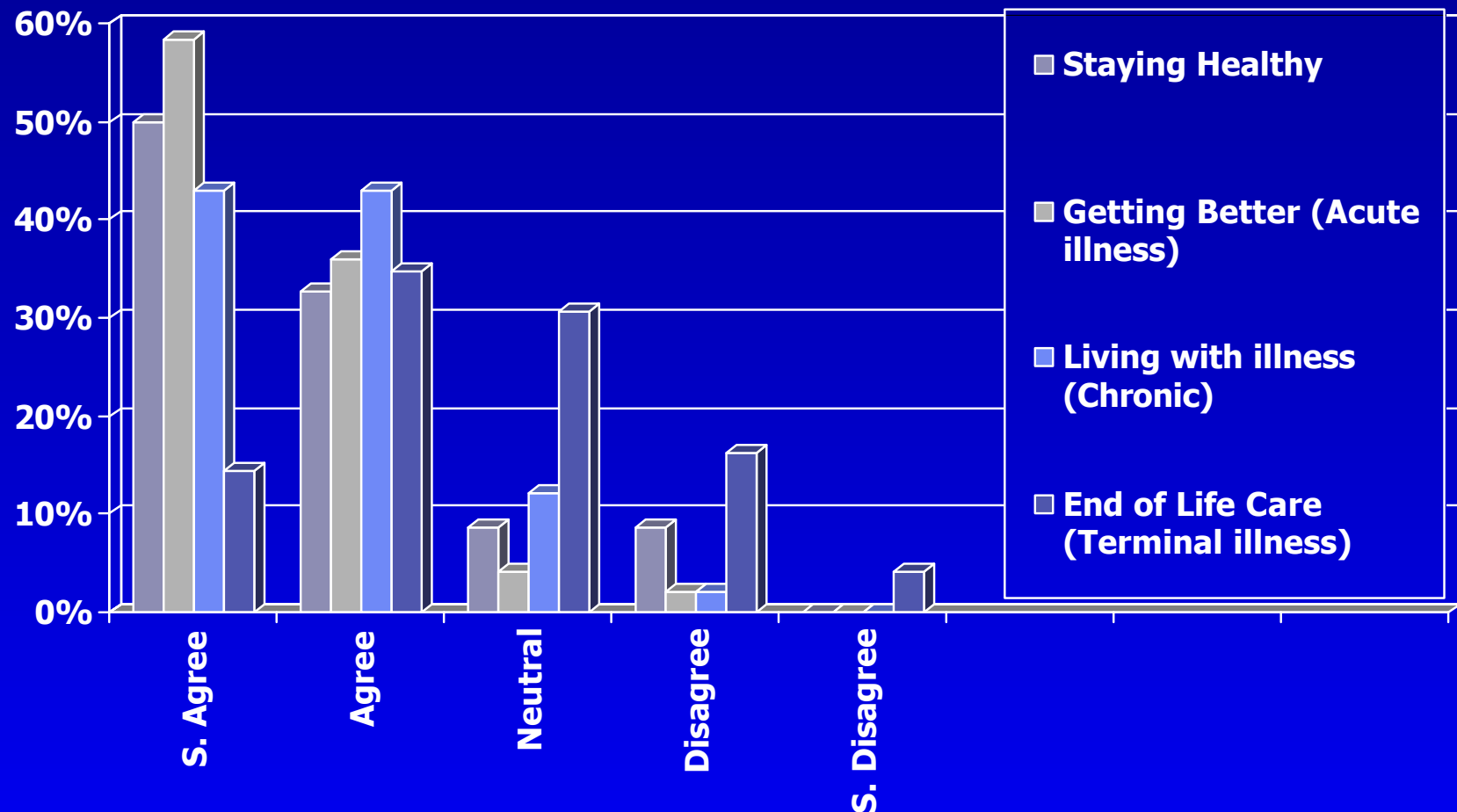


# The Framework of a National Report Should Contain the Components of Quality



Agreement for following IOM components of quality. Following IOM framework may facilitate integration with national health report.

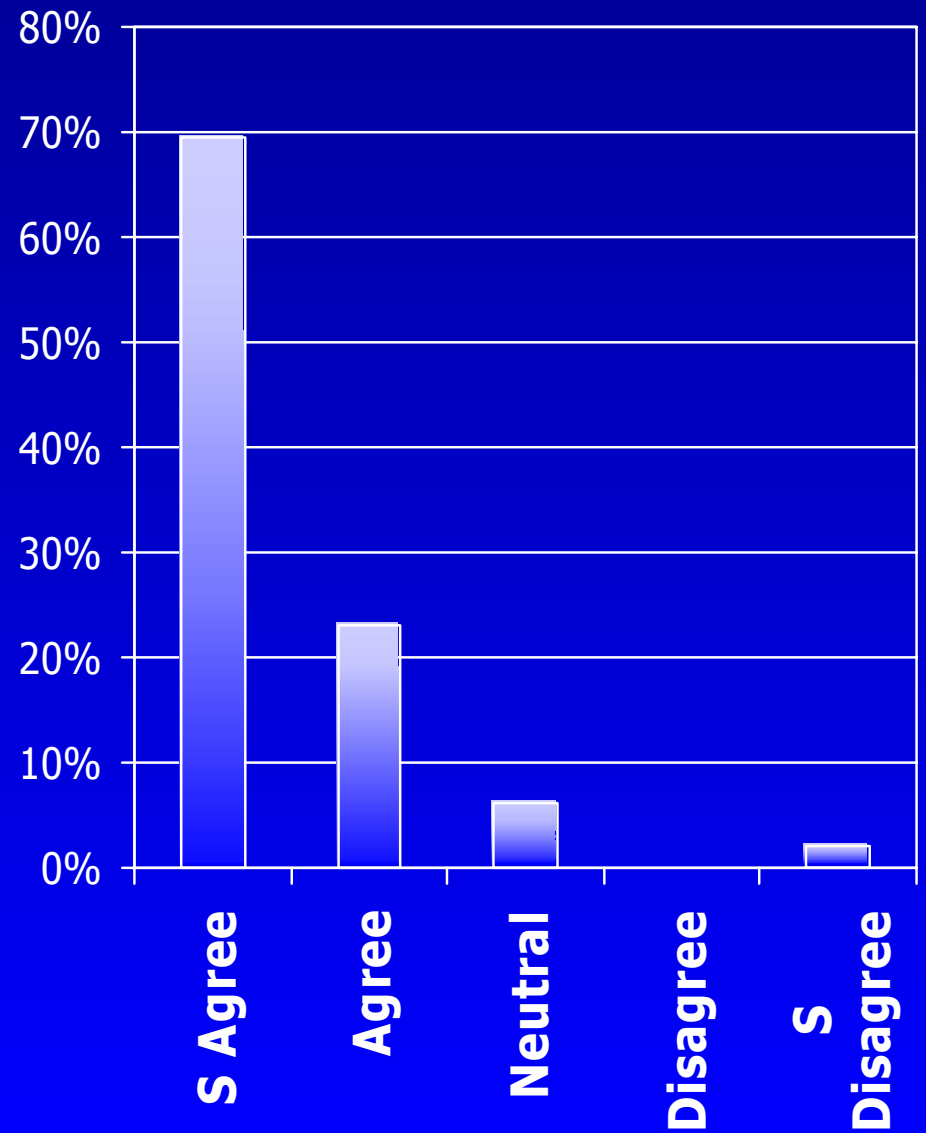
# A Mixed Response About Having the Changing Needs Over the Life Cycle As Part of a National Report



Participants expressed concern about end of life; should just list restraint in testing

# The Total Testing Cycle Should Be Part of the Framework for a National Report

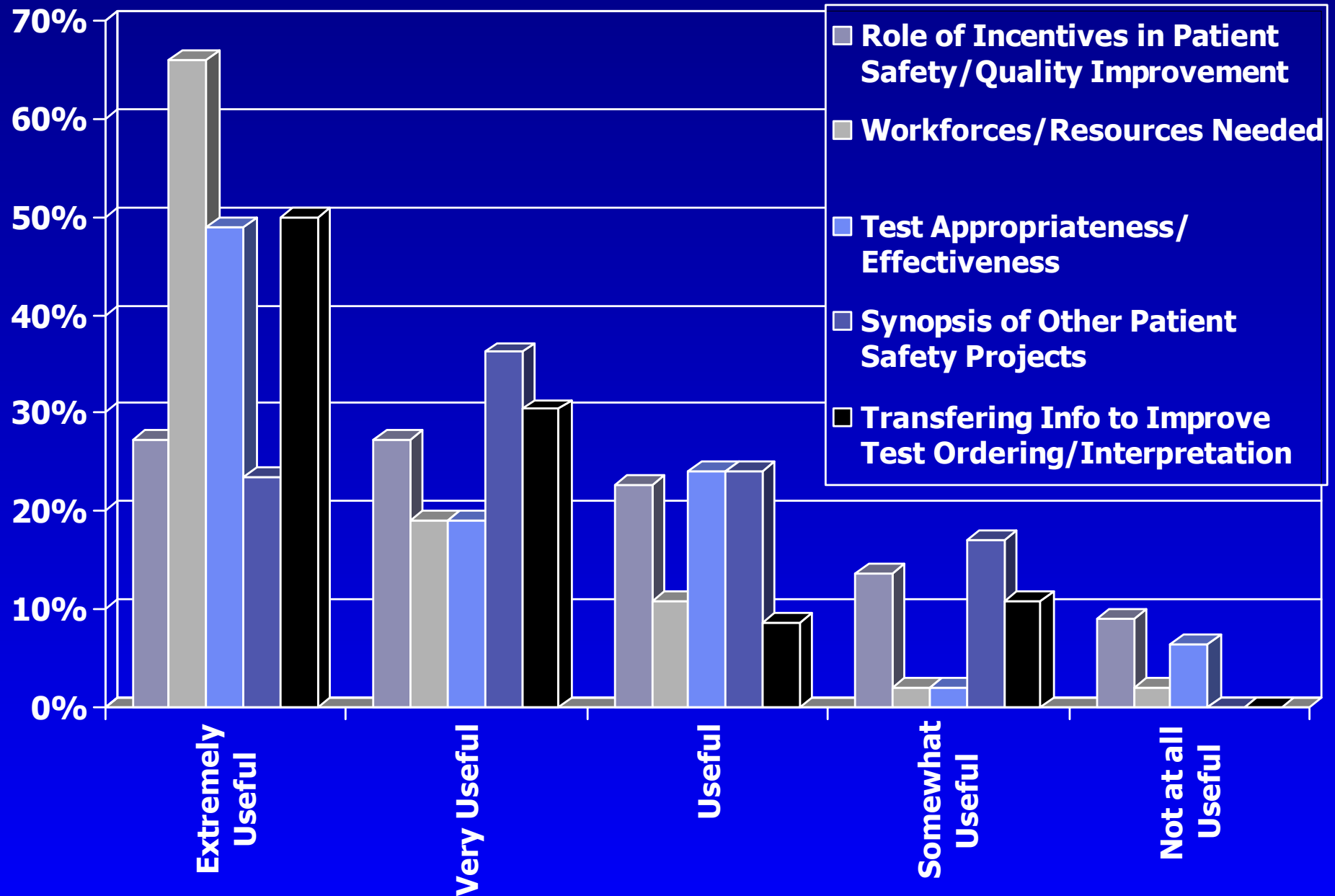
- Must incorporate the entire testing cycle from decision to order a test through test interpretation



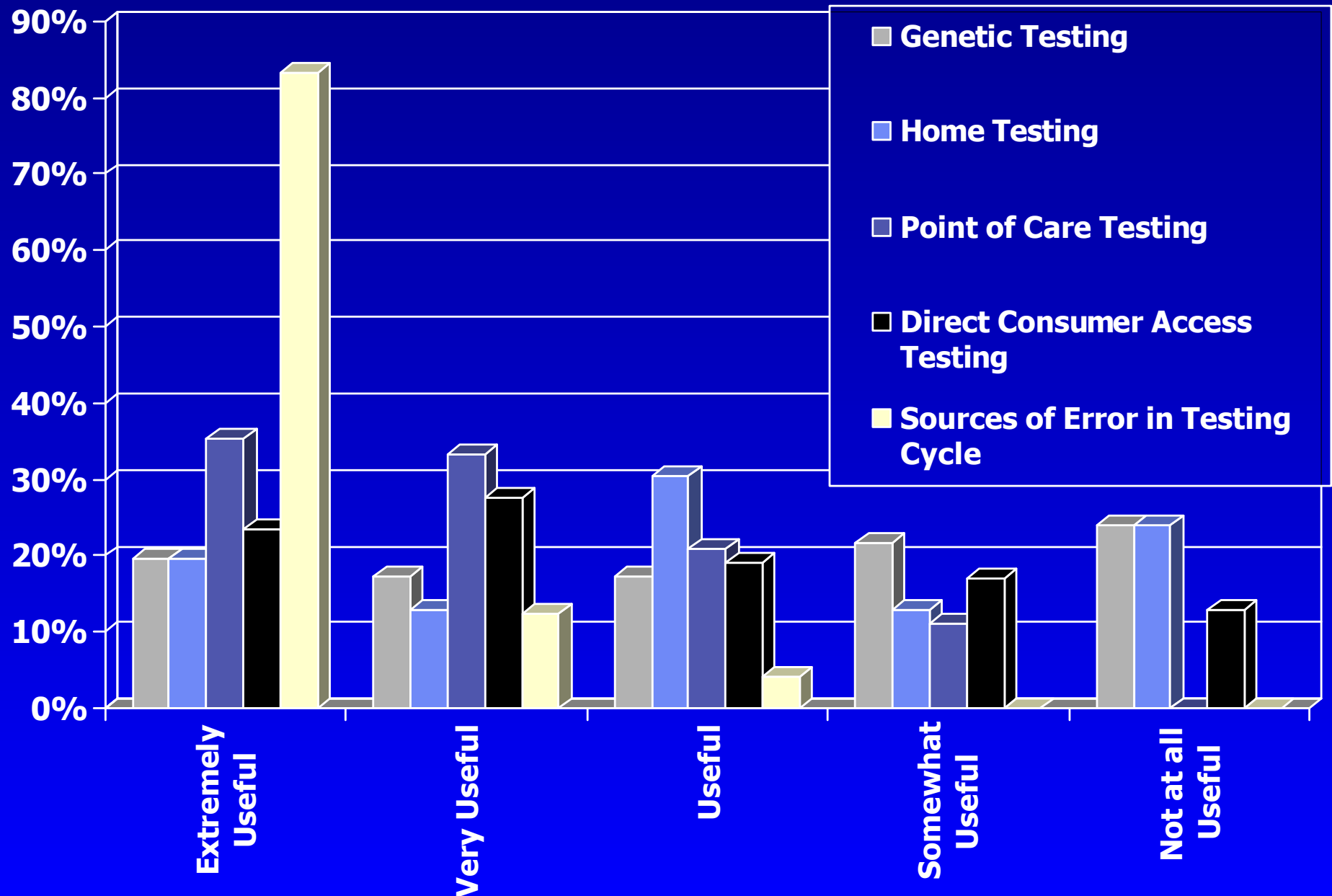
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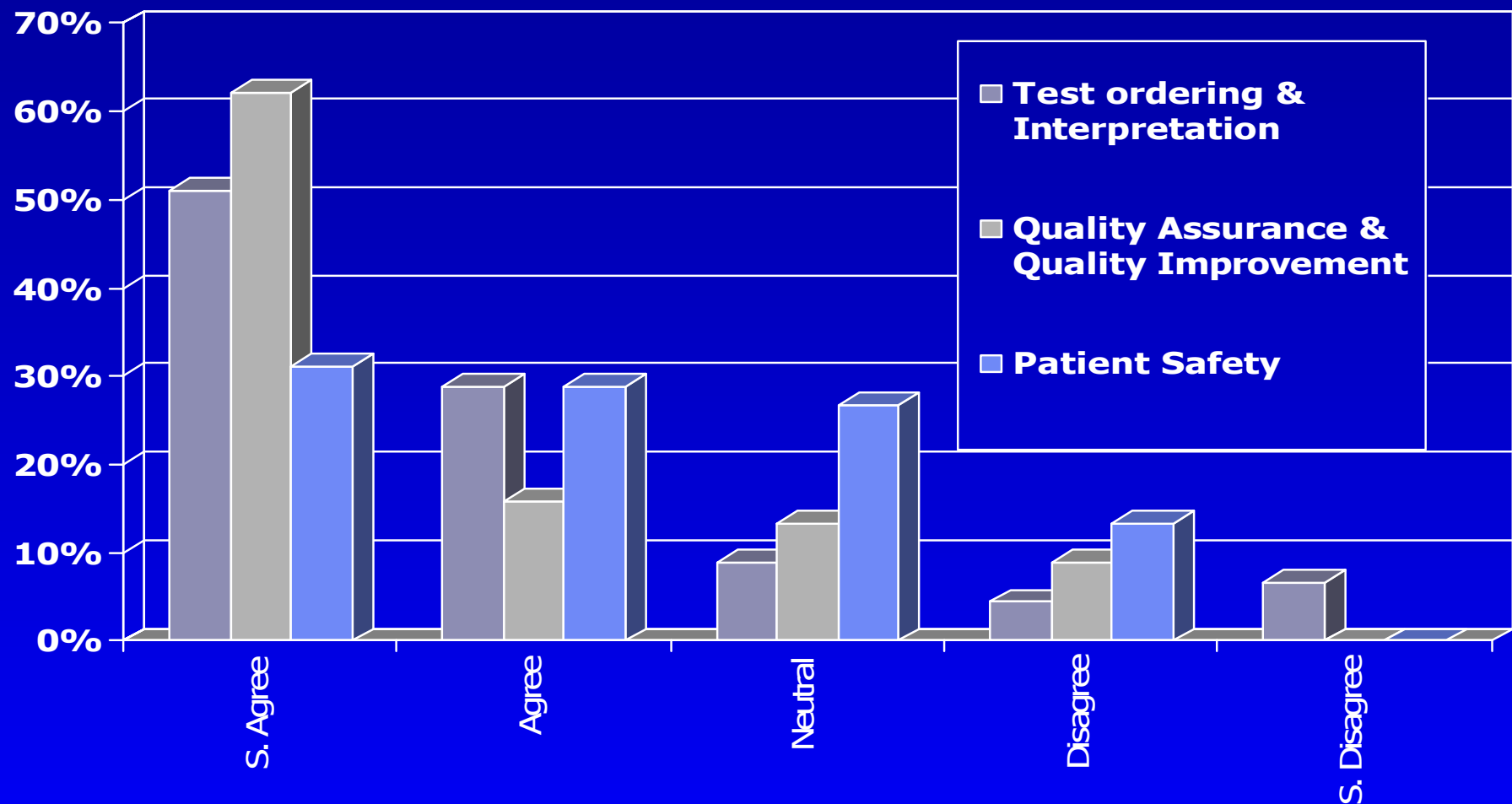
# Opinions Varied on the Usefulness of Various Topics for Inclusion in a National Report



# Additional Topics Participants Considered as Useful (or Not) for Inclusion in a National Report



A National Report should indicate that laboratory professionals have expertise in several areas that may improve patient safety throughout the health care system



# Proposed Table of Contents for a *National Report on Quality of Laboratory Services*

- Executive Summary
- Introduction & Background
- Conceptual Framework
- Quality of Test Ordering
- Analytic Performance
- Quality of Reporting & Test Interpretation
- Accreditation, Quality & Patient Safety
- Workforce & Personnel



# Discussion Topics on the Content of a National Report

- Proposed Table of Contents a starting point, needs expansion
- Use 11-step sequence of Dr. Laposata
- Cover entire national lab system
  - All venues/testing sites
  - Error/risk assessment for different settings and levels of staffing
- Define issues and make recommendations
  - Benchmarks or other quality indicators
- Address impact of regulatory issues
- Collaboration between laboratorians and all users (patients, providers) critical to success

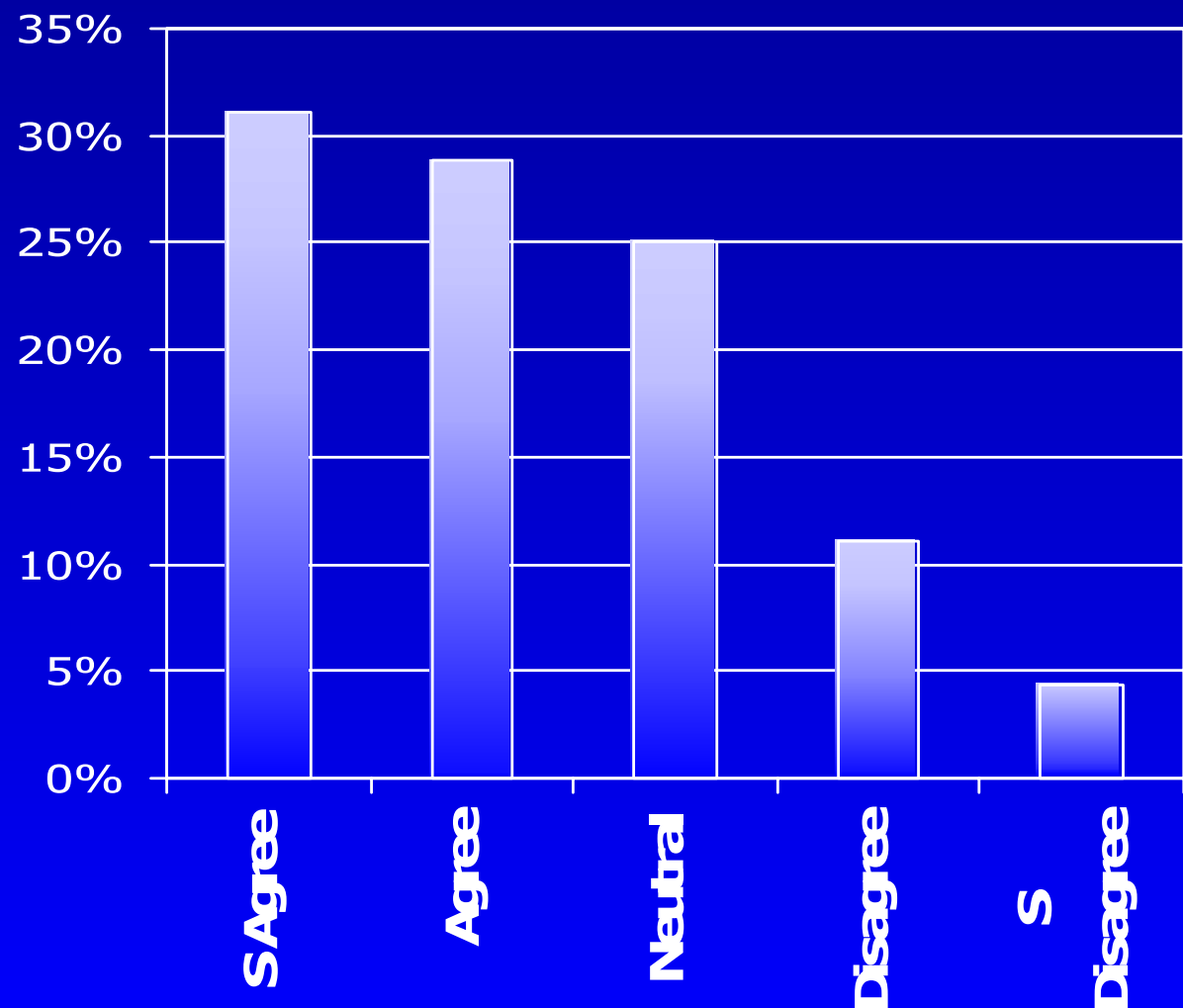
# National Report – Issues

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# The Framework for a *National Report on Quality of Laboratory Services* Should be Consistent with the Framework for the *National Report on the Quality of Health Care*

Most participants agreed (approx. 60%); approximately 24% neutral about consistency between reports

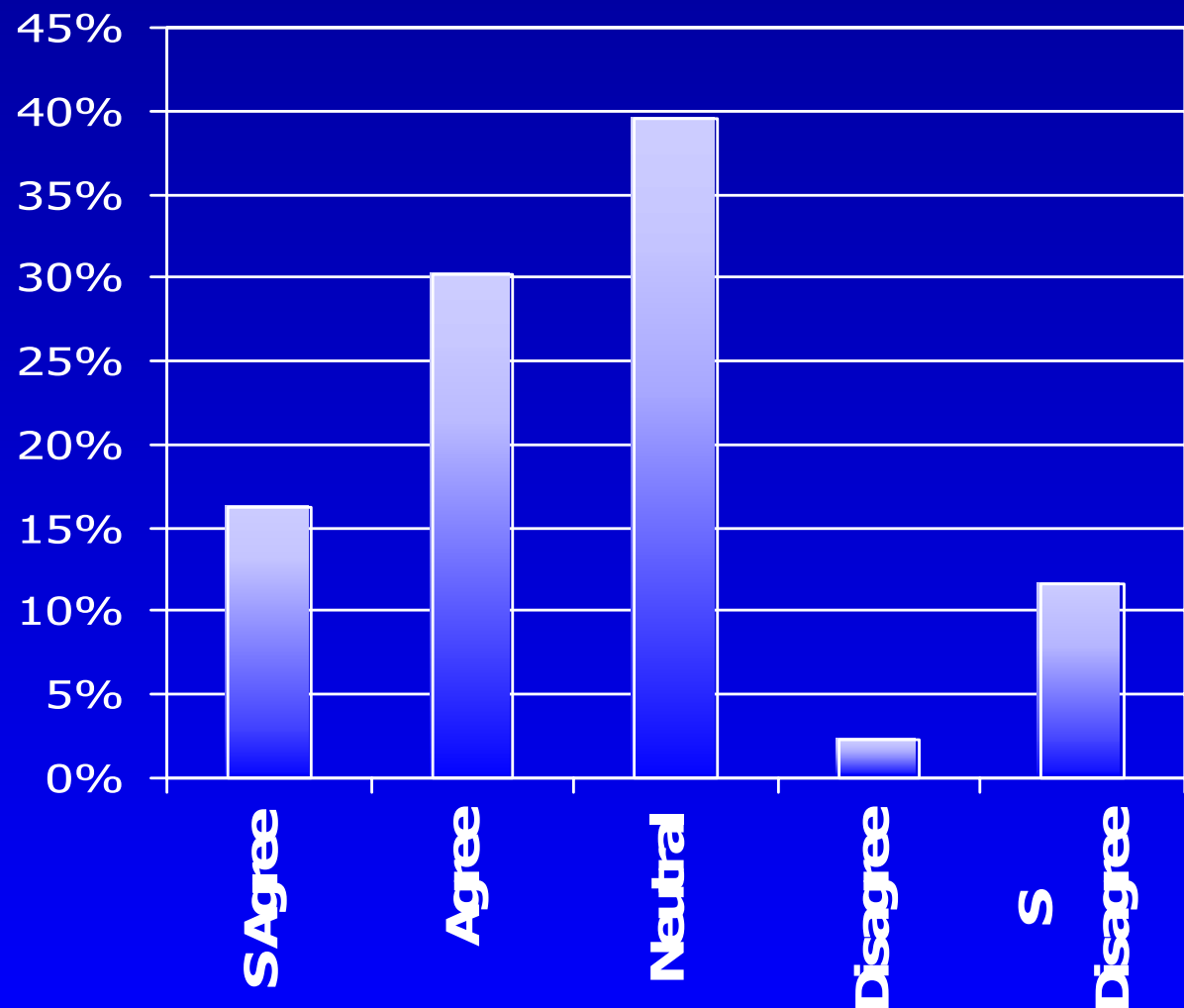
The remaining participants (16%) did not see a need to be consistent



# The Indicators for a *National Report on Quality of Laboratory Services* Should be Consistent with the Indicators for the *National Report on the Quality of Health Care*

Only 47% of the participants agreed, with approximately 39% neutral about consistency between indicators

The remaining participants (14%) did not see a need to be consistent



# National Report – Issues

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# Facilitating Factors for Contributing to a National Report

- Improve quality of laboratory services, patient safety (and possibly save money)
- Elevate appreciation of the value of laboratory services and laboratory scientists
- Afford opportunity for cooperation between providers and laboratorians
- Report available in a timely fashion
- Good for laboratory industry and organizations
- Provide user-friendly software for collecting data

# Barriers to Contributing to a National Report

- Costs for participating in a weak economy
- Level of awareness by non-laboratory groups
- Legal/regulatory implications of report
- Reluctance to report adverse outcomes
- What is return on investment in quality (incentives for improving quality)?